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Subject: Point of Contact Surveys

Date: Thursday, September 27, 2018 1:37:28 PM

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Hello,

We're doing some preliminary research on point of contact surveys, in particular a new connection survey (new customer has service started, a survey is sent to them shortly after the work is completed).

Does anyone currently do this type of survey?
Are you doing the surveys in house or do you have an outside source facilitating that process?
If outsourced, what company are you using?

Thank You
Becky Pope
Greenville Utilities Commission

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